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**STATE OF HAWAII**  
**PUBLIC UTILITIES COMMISSION**  
**DEPARTMENT OF BUDGET AND FINANCE**  
465 S. KING STREET, #103  
HONOLULU, HAWAII 96813

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November 3, 2009

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Catherine P. Awakuni  
Executive Director  
Division of Consumer Advocacy  
Department of Commerce and Consumer Affairs  
P. O. Box 541  
Honolulu, Hawaii 96809

Re: Docket No. 2009-0161 – Application of Hawaiian Beaches Water Company, Inc. for  
Review and Approval of Rate Increases; and Revised Rate Schedules.

Dear Parties:

The attached comments and submittals concerning the above-referenced docket are  
being forwarded to you pursuant to Hawaii Administrative Rules § 6-61-29(b).

Sincerely,

  
J. Sook Kim  
Commission Counsel

LK:laa

Attachments (4)



Tracy Gonsalves <kalaki2808@yahoo.com>  
10/27/2009 09:08 AM

To: hawaii.puc@hawaii.gov  
cc: Tracy Gonsalves <kalaki2808@yahoo.com>, ketafua@yahoo.com  
bcc:  
Subject: re:HBWC Docket 2009-0161

Dear PUC Commissioners and all interested parties,

HBWC has been installing water meters. In doing so we have witnessed the field employees doing the installations themselves. Are the installation procedures and products used to seal the fittings and piping's in accordance with regulation as a properly state of hawaii licensed plumber would have to be? In speaking with many customers it is now known that they have and some still may be experiencing dirt coming from their faucets, risk of contamination should be a high priority. Have each employee doing the installations and repairs been properly trained and licensed by the state? When was the last test for contamination performed? and where (what is the location) are the samples being drawn from in order to do the test? In the application this information is not mentioned. As a safe guard to contamination, test sites should be conducted at the end of the street line (after the area of repair or installation as well as from a faucet within the household of repair.) During the installation, have these meters been inspected by the county for approval of compliance?

Enclosed in the attachment you will find additional signatures and testimonies that support the faxes you have already received regarding the new proposed increase from HBWC Docket no. 2009-0161.

Thank you for your time and attention in this matter,

Tracy Gonsalves



jocelyn.gomes 10-23-2009 02:06:35PM (2).JPG



lance.carney 10-23-2009 02:12:36PM (2).JPG



ni.kekahi 10-23-2009 02:11:28PM (2).JPG



petition.signatures 10-23-2009 02:14:38PM (2).JPG



petition.signatures 10-23-2009 02:15:22PM (2).JPG



theone.pereira 10-23-2009 02:10:15PM (2).JPG



silve 10-23-2009 02:13:23PM (2).JPG



petition.signatures 10-23-2009 02:13:23PM (2).JPG

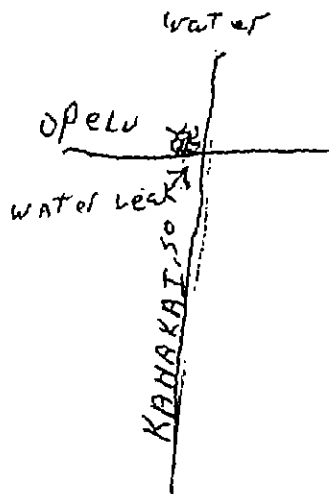
9-25-09

Poor work ethics.

Miscommunication  
between workers

I was shut off  
after making an  
arrangement. They shut off my  
water on a Thursday when I  
made the arrangement to pay on  
Friday.

Joe Jones



FOR MORE THAN 12 MONTHS  
THIS CONNECTION HAS LEAKED  
I TOLD THE WATER COMPANY 2+6 MONTH AGO  
THAT IT LEAKED, THEY TOLD ME  
THEY HAD TO ORDER PART. ~~THEY~~ THEY  
WENT DOWN LOOK AT IT ABOUT AN  
HOUR ~~AND~~ THEN DROVE OFF. IT'S  
STILL LEAK NOTHING HAS BEEN  
DONE.

Lance J Carney

I have lived in Hawaiian Beaches when the water Bill was \$11.00 and now my bill is now around \$50.00 a month now, I'm having a hard time to pay it right now and you people want ~~to~~ to rise water price more higher that I can't afford.

Kalomenia J. Kipke  
15-2691 HELEFILL CT  
Phone HI 969710

Testimony/ Supportive Petition

Name DON HENDERICKSON Phone 965-9630  
Address 15-2717 N. Au ST  
Signature Don A. Hendrickson Date OCT 12, 2009  
Testimony: FAIR INCREASE OK, BUT WHAT ABOUT FIRE HYDRANTS SO INSURANCE RATE WOULD BE LOWERED?

Name MARIO KERBY Phone 640.3544  
Address 15-2708 AWA ST Date 10/13/09  
Signature [Signature]  
Testimony:

Name Shelley Stapleton Phone 965 2625  
Address 15-909 Punahawai ST. Date 10/12/09  
Signature Shelley K. Stapleton  
Testimony: I do not see any justification other than to cover over spending.

Name Leialoha Jones Phone  
Address P.O. Box 1133  
Signature Leialoha Jones Date 14th of October 2009  
Testimony: agree!!

Name HELENE CHUNG Phone 965-9493  
Address 15-725 KAHAKAI BLVD Date 10-15-09  
Signature [Signature]  
Testimony: This is called greed

# HELP STOP THE INCREASED WATER RATE.

## GIVE YOUR TESTIMONY

Testimony/Supporeve Petition

Name Alethea Kahanui Phone \_\_\_\_\_  
 Address P.O. Box 788 Keaau, HI  
 Signature Alethea Kahanui Date 10/7/09  
 Testimony: \_\_\_\_\_

Too Much

Name Dennis Tan Van Phone \_\_\_\_\_  
 Address Opae ST Pahoa Date 9/29/09  
 Signature Dennis Tan Van  
 Testimony: \_\_\_\_\_

We are already paying for the upgrades (since 2007 rate increase) its ridiculous to pay for water when I'm not even there. ~~Pay~~ pay too much to have it turned back on when I come home. <sup>How about</sup> flat rate for 10 years

Name \_\_\_\_\_ Phone \_\_\_\_\_  
 Address \_\_\_\_\_ Date \_\_\_\_\_  
 Signature \_\_\_\_\_  
 Testimony: \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_  
 Address \_\_\_\_\_ Date \_\_\_\_\_  
 Signature \_\_\_\_\_  
 Testimony: \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_  
 Address \_\_\_\_\_ Date \_\_\_\_\_  
 Signature \_\_\_\_\_  
 Testimony: \_\_\_\_\_

we have lived here for 13 years. water was  
\$12.00 @ month. Now \$48.00 not counting the extra days  
that our bill is \$52.00 I don't understand that. But  
times are hard today. people are looking for work, no  
one is hiring. How do you expect people to pay our bills  
when economy is bad. Shame on you. I raised 13 teen  
children, thank god that they are all grown and moved on  
in life. Our Elders who live on a fixed income how  
will this affect them? This company needs to be investigated  
How can you guys do this... Shame on you!!!  
You need to work with the community and not against us.  
please think about this please

Sharon D.  
15-2717 Home St  
Palmdale CA 91374  
965-6675



I can testify that there have been no less than three times in the last year that I have called the water company to report that the pipes on the roadway are leaking.

Francis M. Silver  
15-362 Mamo St  
Pahoa HI 96778

Testimony/ Supportive Petition

Name DON HENDERICKSON Phone 965-9630  
Address 15-2717 N. Au ST  
Signature Don A. Hendrickson Date OCT 12, 2009  
Testimony: FAIR INCREASE OK, BUT WHAT  
ABOUT FIRE HYDRANTS SO INSURANCE  
RATE WOULD BE LOWERED ?

Name MARIO KERBY Phone 640.3544  
Address 15-2708 AWA ST Date 10/13/09  
Signature Mario  
Testimony:

Name Shelley Stapleton Phone 965 2625  
Address 15-409 Punawai St. Date 10/12/09  
Signature Shelley K Stapleton  
Testimony: I do not see any justification  
other than to cover over spending.

Name Leialoha Jones Phone  
Address P.O. Box 1133 Date 14th of October 2009  
Signature Papioh, H. 96778  
Testimony: Leialoha Jones  
agree!!

Name HELENE CHUNG Phone 965-8493  
Address 15-725 Kaha Kahi Blvd Date 10-15-09  
Signature Hele Chung  
Testimony: this is called greed

To all it concerns,

Hawaiian beaches water company is asking your permission to get another increase from their customers. 6 people live in my home, I am the only person working and every day I encourage my family to conserve on EVERYTHING in order to get by (there are a lot of things we do without already), this has been going on in my house long before the 1<sup>st</sup> increase in 2007. If you give them what they are asking for I will surely be faced with not only a financial hardship but emotional distress. It is very difficult to look your family in the face and tell them everything will be okay when all the while you are pondering just how you are going to buy food and pay the bills you have right now, let alone the water rate increase that may happen. I do not own my own home so I can't install a catchment. I can't afford to move to another subdivision that has catchment because all my income is used to provide food and a house. Living on the beach would not be healthy. I ask that you take my situation into consideration before making a decision. Why can't the increase be just a fixed rate for 5 years or 10 years? Or maybe 7 dollars a month fixed + a rate that starts out small and goes up if you use a lot?

Sincerely

*Russell D. Dwyer*

PUBLIC UTILITIES  
COMMISSION

2009 OCT 26 A 8:39

FILED

Docket 2009-0161

10-17-09

1-808-586-2066

10/21/09

To: Hawaii P.U.C.

RE: Haw. Bch. Water Co.

Docket #2009-0161

Please submit these  
testimonies along with  
all others from the  
Hawaiian Beaches  
Community for review.

☺

2pgs. + cover

PUBLIC UTILITIES  
COMMISSION

2009 OCT 22 A 5:56

FILED

Docket # 2009-0161

## Testimony/ Supportive Petition

Name Angelina L. Fuentes Phone 965-8665  
 Address 15-182 Puni Kahakai tp. 5  
 Signature Angelina Fuentes Date 10-5-09  
 Testimony: Got Laid OFF from work. Live on soc. sec. and cannot afford to pay more.

Name Rosalina Agonia Phone 965-4014  
 Address 15-2742 Ahdahole Street  
 Signature Rosalina Agonia Date 10-5-09  
 Testimony: I got only minimum pay and I can't afford to pay more.

Name Gerry Barao Phone 965-0090  
 Address 15-732  
 Signature Gerry Barao Date 10-7-09  
 Testimony: can't afford to pay.

Name James ALUD Phone 1-808 965 6293  
 Address 15-2708 MAHINI ST  
 Signature James ALUD Date 10-14-09  
 Testimony: water bill to DRUCK anyway

Name \_\_\_\_\_ Phone \_\_\_\_\_  
 Address \_\_\_\_\_ Date \_\_\_\_\_  
 Signature \_\_\_\_\_  
 Testimony: \_\_\_\_\_

A

Docket # 2001-  
0161

Testimony/ Supportive Petition

Name Michael F. Morlane Phone 2089650351  
Address 15-397 Puni Makai LpW  
Signature Michael F. Morlane Paka H156728 Date 10/4/09  
Testimony: we are on fixed income

Name Rosemary Reed Phone 965-0200  
Address 15393 N Puni Makai Date 10/4/09  
Signature Rosemary Reed  
Testimony: I have a fixed income and no extra \$

Name Ernesto Talar Phone 965-1666  
Address 15-2716 Mahim St Date 10/4/09  
Signature Ernesto Talar  
Testimony:

Name Ana B. QUIGAD Phone 965-2659  
Address Box 854 Date 10/5/09  
Signature Ana B. Quigad  
Testimony: I'm a widow and I can't afford to pay.

Name Marino Villanueva Phone 965-6308  
Address P.O. Box 605 Paka H1 Date 10/5/09  
Signature Marino Villanueva  
Testimony:

October 9, 2009

To: Hawaii Public Utilities Commission

RE: Docket #2009-0161 Application of Hawaiian Beaches Water Company

Request for additional information from Hawaiian Beaches Water Company

Our Consumer Advocate, Catherine P. Awakuni, was unavailable today (10/9/09) to ask about what additional information is being requested of Hawaiian Beaches Water Company. Since she will not return until October 14<sup>th</sup> and the request deadline (we learned today) for the formal discovery period is today, we are submitting to the commission some items that we, as community members, want to make sure are/were included. We do understand that we can read her submitted request online later this evening, so without access to Catherine or the request we apologize if it's duplicated in any way. We do hope that you will consider the items we will list as appropriate to request from Hawaiian Beaches Water Company to gain more information and insight so as to be better able to make the best judgement for all parties involved.

We are asking that Hawaiian Beaches Water Company provide the following additional information:

-In Mr. O'Brien's testimony on pages 10 and 11 it states that meter reading began in June of 2008. The company is only submitting "short-term" numbers for the months of March through June. On page 12, Mr. O'Brien states that another 4 months worth of data could be given through October. We wish the commission to request for those 4 additional months as well as all documented meter readings since they began in June of 2008. We would hope the information would be customer specific with any notations of those they make mention of having "water leaks" and the resolutions.

-We would like an exact (actual) number of residents. The chart that shows the break down of water usage shows 1,100 customers; however, they say there are 2 customers that can't get a hold of concerning the meter, so will it be 1,102. Then they state that there are 150 applicants on a waiting list; however, only 2 is expected to be hooked up the water by the end of this year and 3 more by the end of 2010. Could we get more specific information on the applicants and the approximate time of intended hook up to the water system?

Docket # 2009-0161

Page 2

-We would like for a request of more accurate power usage readings from HELCO. They state that they used the totals during a 6 week period when they were on a generator.

-We would ask that a request be made for a copy of the notices that went out to the largest water users. Also for data showing who they were sent out to and a what water usage level were these users. Our understanding is that 400 notices went out. Is there a discrepancy? In one place in Mr. O'Brien's (Pg. 10) statement it talks about 100 notices. Later on (pg.14), it states that 150 customers were contacted (when and how, results), with 100 being the highest water users and 78 notices. Then it talks about the reactions. Are these documented or hearsay?

-We request a review of the refinanced loan that was to be done in September of 2009.

Thank you so much for taking the time to read and consider this.

Sincerely,

The Hawaiian Beaches Community